CAPITA

IMMS Web Portal User Guide

1 IMMS Web Portal

1.1 Overview

This application has been created to provide our customers with an ability to log incidents.

1.2 Login Page

CAPITA
IT SERVICES
Capita IT Services - Web Portal
Log In
User Name:
Password:
Remember me next time.
Login Help? User Guide?
Log In
Registered office: 71 Victoria Street, Westminster, London SW1H 0XA. Registered in England No. 02299747
Terms & Conditions | Create Account | Forgotten Password
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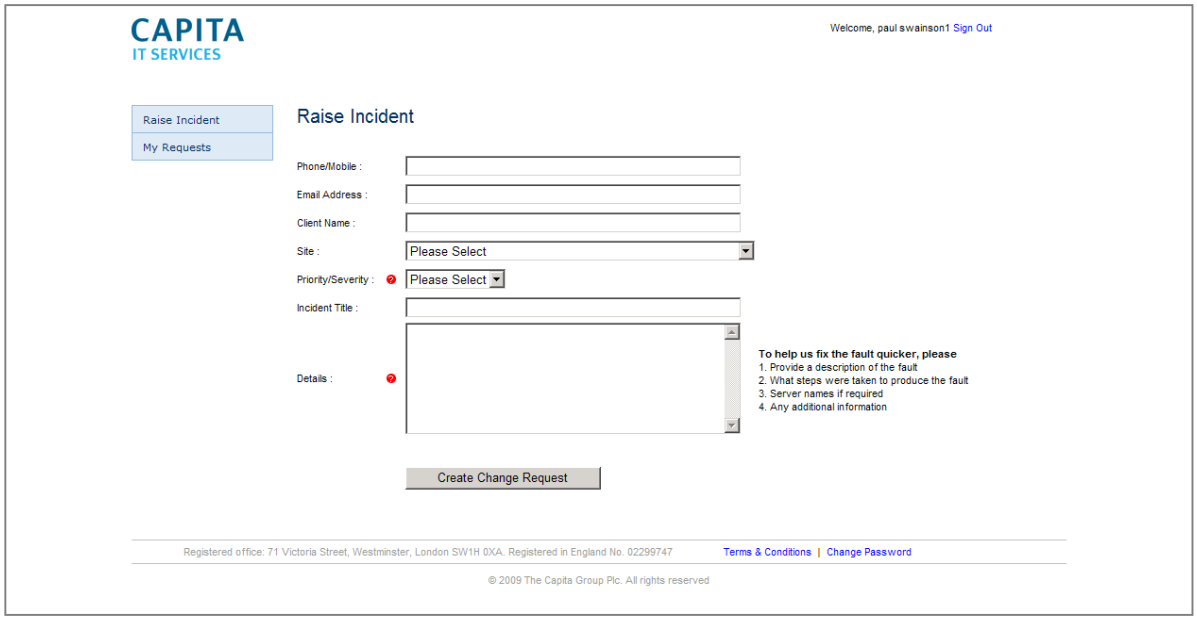
Logging In
This is initial screen. Fill in your login details as supplied, click **Log in**.

Create Account
If you don't have an account this is where you can create one.

Forgotten Password
Supply your Username, click 'Submit' then give the answer to the question that was given.

Changing Your Login Password
This option is available when you have logged in; you can use it as often as required.

1.3 Raise Incident Page


CAPITA
IT SERVICES
Welcome, paul swainson1 Sign Out
Raise Incident
My Requests
Raise Incident
Phone/Mobile :
Email Address :
Client Name :
Site :
Please Select
Priority/Severity :
Please Select
Incident Title :
Details :
To help us fix the fault quicker, please
1. Provide a description of the fault
2. What steps were taken to produce the fault
3. Server names if required
4. Any additional information
Create Change Request
Registered office: 71 Victoria Street, Westminster, London SW1H 0XA. Registered in England No. 02299747
Terms & Conditions | Change Password
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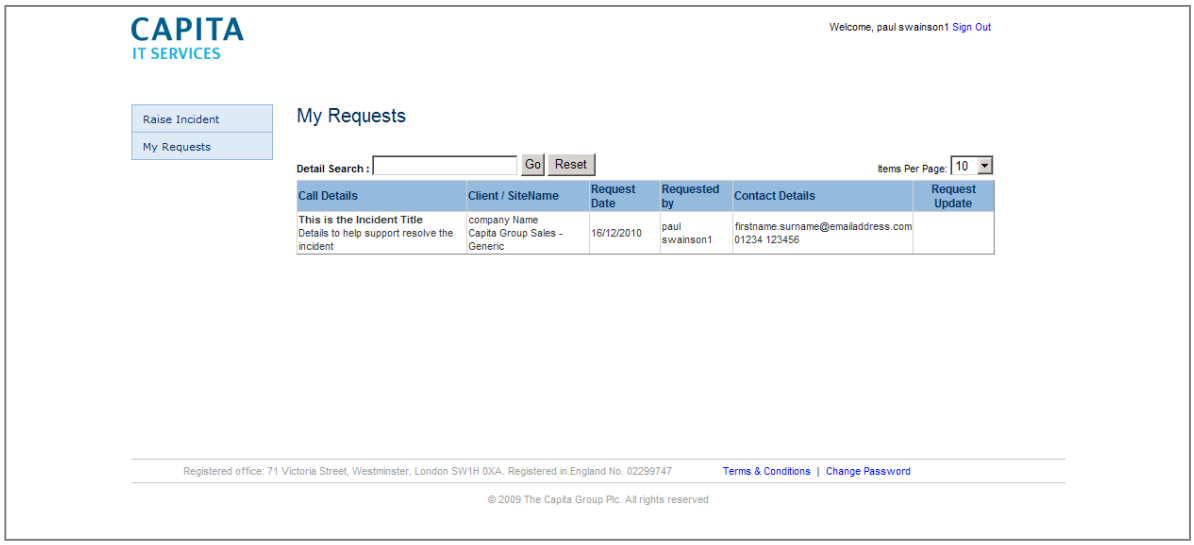
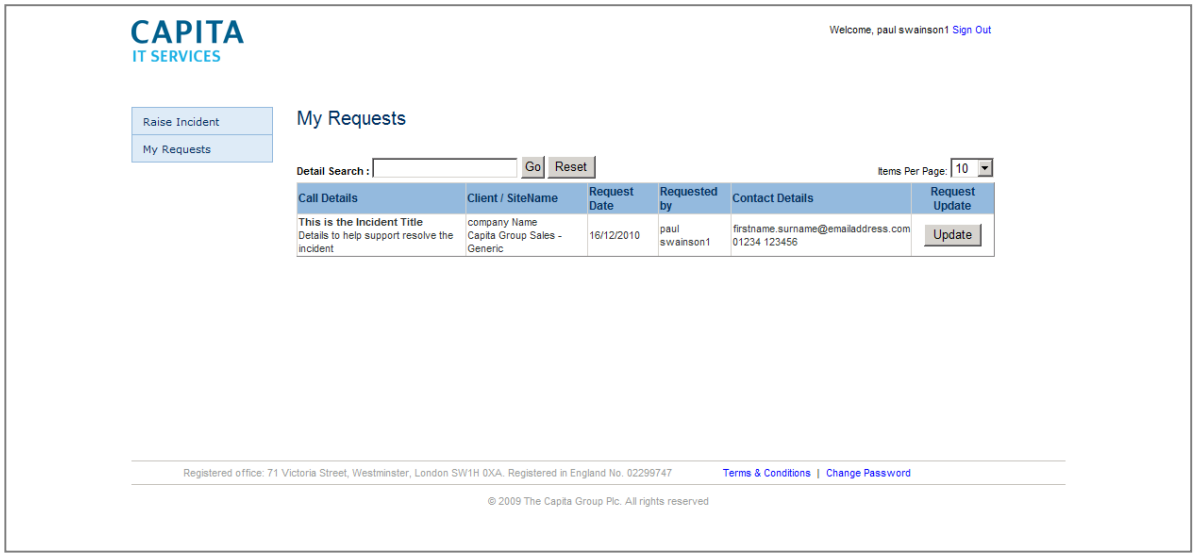
Once logged in, you are directed to a page to submit your incident information. There are also help icons which, when you hover over will give you additional information on the relevant field.

Once the incident has been submitted you will receive an email stating you will receive a response within 30 minutes. If you have not received an update on the case within 7 days, you will be able to resubmit the case from the from the My Requests page.

1.4 My Requests Page



This page shows you all the raised incidents that you have made. After 7 days a button will appear next to the request and can be used to chase if you haven't received a response.



Once an update has been requested the button will disappear, but will reappear in another 7 days allowing you to request a further update.